

Specialist Support and Health Advice for People Staying at Home

Age UK Nottingham & Nottinghamshire

0115 844 0011

info@ageuknotts.org.uk

<https://www.ageuk.org.uk/notts/>

Self-Isolation Services: Age UK's newly created welfare service offers; help with shopping or collecting medication and staying in touch with people who are alone. Call 0115 844 011 or email info@ageuknotts.org.uk

General Services: Advice on legal, benefits, housing and financial issues, accessing local services, dementia support and more.

An extensive set of advice leaflets can be viewed and downloaded here: <https://www.ageuk.org.uk/notts/our-services/downloads/>

The Silver Line

Helpline: **0800 4 70 80 90**

<https://www.thesilverline.org.uk/what-we-do/>

The Silver Line is a confidential, free helpline for older people across the UK, open 24 hours a day, seven days a week, 365 days of the year. It is available free to people aged 55 and over. Their specially trained helpline staff can offer:

- information, friendship and advice.
- link callers to local groups and services.
- offer regular friendship calls.
- protect and support older people who are suffering abuse and neglect.

Asthma UK

Helpline: **0300 222 5800**

Speak to an asthma expert nurse on the helpline. Mon-Fri, 9am – 5pm. The helpline is experiencing an exceptionally high volume of calls at the moment. Asthma UK ask that people are mindful of the pressures in the whole system when using their services.

Advice on Coronavirus / Covid-19 for people with Asthma: <https://www.asthma.org.uk/advice/triggers/coronavirus-covid-19/>

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Diabetes UK

Helpline: 0345 123 2399 Mon-Fri, 9am to 6pm

Email: helpline@diabetes.org.uk

Advice on Covid-19, for people with diabetes: https://www.diabetes.org.uk/about_us/news/coronavirus

Versus Arthritis

Helpline: 0800 5200 520 Mon-Fri, 9am to 6pm

Email: helpline@versusarthritis.org

Virtual Assistant: <https://www.versusarthritis.org/get-help/#ava>

Online Community: <https://community.versusarthritis.org/>

Advice on Covid-19, for people with arthritis: <https://www.versusarthritis.org/news/2020/march/coronavirus-covid-19-what-is-it-and-where-to-go-for-information/>

Dementia UK

Helpline: 0800 888 6678 Mon-Fri 9am-9pm, Sat-Sun 9am to 5pm

Email: helpline@dementiauk.org

Information on Covid-19, for families looking after someone with dementia: <https://www.dementiauk.org/get-support/coronavirus-covid-19/>

British Heart Foundation

0300 330 3311 Mon-Fri, 9am-5pm

Heart Helpline: 'Call 0300 330 3311 to speak to one of our Cardiac Nurses. They can give you information and support about heart and circulatory diseases, and their risk factors. This includes conditions such as heart disease, stroke, vascular dementia and diabetes.' You can also email: hearthelpline@bhf.org.uk

BHF Health Unlocked online community: A free online space for people with heart and circulatory diseases to get advice and support from other people going through similar situations. <https://healthunlocked.com/bhf>

Advice on Covid-19, for people with heart disease: <https://www.bhf.org.uk/information-support/heart-matters-magazine/news/coronavirus-and-your-health>

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Cancer Research UK

0808 800 4040

Speak to a nurse at CRUK, 9am – 5pm Monday to Friday. A confidential service, this cannot offer medical opinion or diagnosis.

Advice on Covid-19 for people with cancer: <https://www.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer>

Macmillan Cancer Support

Macmillan national support line: **0808 808 00 00** Monday to Friday, 9am – 5pm

Nottingham Macmillan Direct Volunteering

The group offers: Befriending, Cancer information materials, Practical Support, Signposting. Available to people with cancer, within 5 miles of Nottingham City Centre.

Contact: Clarita Pymm on 07969 248154 (9am – 5pm) or cpymm-vol@macmillan.org.uk

Mind

Infoline: 0300 123 3393

Email: Info@mind.org.uk

Text: 86463

Mind's Infoline provides an information and signposting service. Open 9am to 6pm, Monday to Friday (except for bank holidays). Ask about: mental health problems, where to get help near you, treatment options, advocacy services.

Legal line: 0300 466 6463

Email: legal@mind.org.uk

Mind's legal line provides legal information and general advice on mental health related law. Open 9am to 6pm, Monday to Friday (except for bank holidays).

Nottinghamshire Mind's Crisis Café #mentalhealthy, is now offering telephone support only. If you are in crisis and need to talk, their team are here, on: 07951 072242 / 07951 362120 / 07378 796762. The service is open Monday, Wednesday, Thursday and Friday between 5 & 9pm.

Mind's practical advice on coronavirus and wellbeing is available online: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

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Anxiety UK

Helpline: 03444 775 774 9.30am – 9.30pm weekdays, 10am – 8pm weekends

Anxiety UK offers confidential advice and support for those with anxiety, stress and anxiety-based depression. As they're currently experiencing high demand, callers might not get through straight away and calls may need to be kept short. Text service: 07537 416 905

Anxiety UK's website offers a number of web-based resources related to anxiety about Coronavirus: <https://www.anxietyuk.org.uk/>

Trent Psychological Therapies Service

Trent PTS offers NHS-funded counselling, CBT and other psychological therapies to help people to manage many types of problems. They can offer appointments via digital means, telephone or online chat. To access free talking therapy you can call or refer yourself online.

Self-referral online form: <https://www.trentpts.co.uk/self-referral/>

Call **0115 896 3160** to leave an answerphone message. Your call will be returned.

Email: enquiries@trentpts.co.uk

Samaritans

Call – 116 123 Whatever you're going through, you can call any time, from any phone, FREE.

Email - Sometimes writing down your thoughts and feelings can help you understand them better. Email: jo@samaritans.org

Write a letter - Writing a letter can be a personal and safe way for you to get your feelings across. It might be too upsetting to talk about certain things on the phone, and writing everything down can help you work through it.

If you don't have easy access to a computer or telephone, or just don't like email or talking on the phone, you can write to us for free here:

Chris
Freepost RSRB-KKBY-CYJK
PO Box 9090
STIRLING FK8 2SA

You can explain your situation in as much detail as you feel comfortable with and we'll aim to reply within 7 days. A hand-written response that you can keep and refer to may also suit you better.

Nottinghamshire Women's Aid 24-hour free helpline **0808 800 0340**